

Thank you for the initial support you have given to the operation of Video Relay Service. The Video Relay Service (VRS) is vital for the continued personal and professional growth of the Deaf members of society. VRS allows rapid, comfortable communication with the hearing majority, and is essential for Deaf professionals to efficiently communicate with Hearing professionals. VRS is also beneficial for individuals needing to conduct personal business via telephone. Further reductions in the reimbursement rate will drastically reduce the quality and availability of VRS. In light of these factors, please do not consider any possible reductions to VRS reimbursement until functional equivalency is achieved including the completion of the FCC's process for determining the cost recovery methodology, and until VRS is available 24/7 with high quality interpreters and a reasonable average speed of answer. Thank you.